

In working towards the goal of becoming a service provider, IT organizations often struggle with misaligned service management processes, inefficiencies, a lack of standards, a lack of accountability and either too much bureaucracy or too little governance. This lack of clarity and balance impacts the levels of service and makes it difficult for internal customers, such as the Finance or Sales departments to know how to effectively engage IT or to understand the status of ongoing IT supported business and service initiatives. It also makes it difficult for IT to market their value to those business stakeholders, perpetuating the belief that IT is reactive rather than proactive and an enabling business partner to be included in customer planning processes.

Our Focus

We work with IT organizations and their Service Management stakeholders to help better understand service orientation, process alignment, capability development and engagement standards, along with service reporting and accountability – and that means measurement. Only by measuring can you know the strengths and weaknesses of your IT organization so both you and your stakeholders know that IT is meeting their needs. When you know what is and isn't working, you can improve how you engage, how you set realistic expectations, how stakeholders request services, how those services are delivered, and how service status is effectively communicated. Knowledge is the superpower of transformational and organizational change.



Our Approach

Like most Paragon services, we take a multi-perspective approach to our Strategic ITSM Assessments. We do this by auditing existing business needs, service structure, current practices, tools, workflows and policies. We interview a cross-section of business customers to determine the perceived capability of the IT organization. Customers can also request particular focus areas for the assessment to best meet their needs and address their current challenges. We ensure alignment on accountability, standard approaches and reliable & dependable IT service provision.

What You Can Expect

Paragon will evaluate, report and advise on the current service provider and service management capabilities, competencies and culture with recommendations and a roadmap for improvement including opportunities for quick "wins". Future state emphasis will be placed on driving continual improvement, using industry specific and process based best practices to better serve the needs of the business & IT stakeholders, customers and consumers. Engagement deliverables will include:

- ▶ **Executive Summary of Assessment Results**
- ▶ **Gap Analysis and Recommendations**
- ▶ **Prioritized Roadmap of Improvements including Quick Wins**

About Paragon Solutions Group

Paragon Solutions Group helps IT teams more effectively interact with the rest of the business to enable growth and agility. Our progressive approach to IT maturity and our focus on measurable outcomes provides IT organizations with the perspective, methodology and tools to build a strong foundation that serves and is valued by all of IT's stakeholders.